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Owest 1801 California Street, Room 4700 Denver, CO 80202 303 672 2821 Fax 202 293 0561

John W. Kure

RECEIVED

November 1,2002

NOV - 12002

Ms. Marlene H. Dortch, Secretary Federal Communications Commission 445 12''Street, SW, TW-A325 Washington, DC 20554 PERFORM COMMUNICATIONS COMMISSION OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report

CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders' concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the third quarter of 2002. This report includes both provisioning and maintenance results, and is broken down into the categories **as** mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions

Sincerely,

cc: Ms. Janice Myles

Attachment

¹ <u>See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order</u>, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on <u>Reconsideration</u>, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the <u>Pay TelephoneReclassification</u> and Compensation Provisions of the <u>Telecommunications Act of Pay TelephoneReclassification</u> and Compensation Provisions of the Telecommunications Act of

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1996, 11 FCC Red. 20541(1996).

Quarterly **ONA** Installation Detail Report Qwest Third Quarter 2002

Total Orders	AFFILIATE			ALL OTHE	RS_
Due Dates Missed 2426 (In Days) 4484 (m Days) % Due Dates Missed 1.98% 3 2.46% 4 0 0 0 A2 - PBX 0 0 Total Orders 1053 Average Interval 8423 Average interval Due Dates Missed 19 (InDays) 277 (In Days) % Due Dates Missed 1.80% 7 3.29% 7 O 0 0 A3 - Centrex Total Orders 18847 Average Interval 32014 Average interval Due Dates Missed 464 (In Days) 789 (In Days) % Due Dates Missed 2.46% 4 2.46% 4 O 0 0 A4 - WATS 3 (In Days) Total Orders 28 Average Interval 1060 Average Interval Due Dates Missed 2 (In Days) 8 (In Days) % Due Dates Missed 3 Average Interval 2 Average Interval Due Dates Missed 0 Average Interval 2 Average Interval Due Dates Missed No Activity 0 0 A6 * Feature Group A 0 0	AI-Business				
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A3 - Centrex Total Orders 18847 Average Interval 32014 Average interval Due Dates Missed 464 (In Days) 789 (In Days) % Due Dates Missed 2.46% 4 2.46% 4 A4 - WATS 0 0 Total Orders 28 Average Interval 1060 Average Interval Due Dates Missed 2 (In Days) 8 (In Days) % Due Dates Missed 7.14% 4 0.75% 3 A5 - Mobile 0 0 Total Orders 0 Average Interval 2 Average Interval Due Dates Missed 0 (In Days) 0 (In Days) % Due Dates Missed No Activity 0 0.00% 4 Total Orders 5 Average Interval 92 Average Interval Due Dates Missed 0 (In Days) 9 (In Days) % Due Dates Missed 0 (In Days) 2 (In Days) % Due Dates Missed 304 Average Interval 711 Average Interval Due Dates Missed 3 (In Days) 9 (In Days) % Due Dates Missed 3 (In Days) 9 (In Days)	% Due Dates Missed	1.80%	7	3.29%	7
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O	Due Dates Missed		(In Days)		(In Days)
A5 - Mobile Total Orders	% Due Dates Missed	7.14%	4	0.75%	3
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Total Orders 304 Average Interval 711 Average Interval Due Dates Missed 3 (In Days) 9 (In Days) % Due Dates Missed 0.99% 2 1.27% 3 0			0		4
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% Due Dates Missed 0.99% 2 1.27% 3 0			•		
0					
·	% Due Dates Missed	0.99%		1.27%	
		. 4.4.4.5.1.1.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2	•		0

Quarterly ONA Installation Detail Report Qwest

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<u> </u>			ALL OTHERS	
B1 - Feature Group B				
Total Orders	0	Average Interval	48	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	17
	•	0		7
B2 - Feature Group D				
Total Orders	0	Average Interval	2821	Average Interval
Due Dates Missed	0	(In Days)	163	(InDays)
% Due Dates Missed	No Activity	0	5.78%	21
	•	0		6
83 - DID				
Total Orders	269	Average Interval	5723	Average Interval
Due Dates Missed	10	(In Days)	730	(In Days)
% Due Dates Missed	3.72%	14	12.76%	20
		1		1
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Quarterly ONA Installation Detail Report Qwest

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AFFILIATE_		_ALL OTHE	RS	
C1 - Packet DDD Line				
Total Orders	7	Average Interval	104	Average Interval
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dates Missed	14.29%	9	1.92%	8
		0		0
C2 - Packet Synchronou	s Access			
Total Orders	27	Average Interval	10196	Average Interval
Due Dates Missed	1	(In Days)	351	(In Days)
% Due Dates Missed	3.70%	22	3.44%	12
		1		6
C3 - Packet Asynchrono	us Access			
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(InDays)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

Quarterly ONA Installation Detail Report

Qwest
Third Quarter 2002

AFFILIATE			ALL OTHERS	
D1 - Protective Alarm				
Total Orders	38 A	verage Interval	197	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	7	0.51%	4
		0		0
D2 -Protective Relay				
Total Orders	0 A	verage Interval	0 /	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 -Control Circuit				
Total Orders	0 A	verage Interval	0 .	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
				·+++++++++++++++++++++++++++++++++++++

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report Qwest

Third Quarter 2002

<u>AFFILIATE</u>		ALL OTHERS		
EI -Telegraph 75 Baud				
Total Orders	0 A	verage Interval	51	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	3.92%	7
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0 A	verage Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	3
		0		0

Quarterly ONA Installation Detail Report Qwest Third Quarter 2002

E4 Vaine Nam Switten	AFFILIATE	<u>L</u>	ALL_OTHE	RS
F1 -Voice, Non-Switch		A	0.4.4	A
Total Orders		Average Interval		Average Interval
Due Dates Missed	O No A ativity	(In Days)	0 000/	(In Days)
% Due Dates Missed	No Activity	0	0.00%	4 4
FO Vaina Conitabandi	•	0		4
F2 - Voice, Switched Li		A	005	A
Total Orders		Average Interval		Average Interval
Due Dates Missed	0	(In Days)	61	(In Days)
% Due Dates Missed	0.00%	7	6.74%	10
F0 \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	1	1		4
F3 - Voice, Switched T		A see a later al	4000	A
Total Orders		Average Interval		Average Interval
Due Dates Missed	0	(In Days)	78	(In Days)
% Due Dates Missed	No Activity	0	7.10%	20
		0		12
F4 -Voice and Tone, R				
Total Orders		Average Interval		Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	16.67%	9
		0		9
F5 - Data, Low Speed				
Total Orders	0	Average Interval	142	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	0.70%	9
		0		4
F6 - Basic Data and Vo	oice			
Total Orders	2	Average Interval		Average Interval
Due Dates Missed	0	(In Days)	52	(In Days)
% Due Dates Missed	0.00%	4	4.41%	10
		2		3
F7 - VoicelData PSN A	ccess Tie Trunk			
Total Orders	0	Average Interval	350	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	No Activity	0	2.00%	9
	·	0		7
F8 - VoicelData SSN A	ccess			
Total Orders	0	Average Interval	72	Average Interval
Due Dates Missed	0	(In Days)	17	
% Due Dates Missed	No Activity	O ,	23.61%	22
	,	0		11

F9 - VoicelData SSN Inte Total Orders Due Dates Missed % Due Dates Missed		verage Interval (In Days) 0	0 0 No Activity	Average Interval (In Days) 0
E40 Data Extension Va	vian Crada	Ü		0
F10 -Data Extension, Vo				
Total Orders	0 A	verage Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
	•	0	·	0
F11 -Voice Grade Telep	hoto and Facsim	iile		
Total Orders	0 A	verage Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
	•	0	·	0
F12 - Protective Relay, Voice Grade				
Total Orders	0 A	verage Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
	·	0	•	0

Quarterly ONA installation Detail Report

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AFFILIATE_		_ _	ALL OTHE	RS_
GI - Program Audio, 20	0-3500 Hz			
Total Orders	0 #	Average Interval	19	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	5.26%	12
		0		0
G2 - Program Audio, 10	0-5000 Hz			
Total Orders	0 A	Average Interval	8	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	25.00%	8
		0		4
G3 - Program Audio, 50	-8000 Hz			
Total Orders	0 A	Average Interval	24	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	No Activity	0	33.33%	9
		0		1
G4 - Program Audio, 50	-15000 Hz			
Total Orders	0 A	Average Interval	9	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	33.33%	19
	•	0		9
********	******	*******	**********	*******

Quarterly ONA InstallationDetail Report Qwest Third Quarter 2002

	AFFILIATE		ALL OTHE	RS
HI -TV Channel 1 Way 19	5 kHz Audio			
Total Orders	2 A	Average Interval	45	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	8	8.89%	14
		0		2
H2 -TV Channel 1 Way 5	kHz Audio			
Total Orders	0 <i>A</i>	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

Quarterly ONA InstallationDetail Report Qwest Third Quarter 2002

	AFFILIATE		ALL OTHE	<u>RS</u>
I1 -Digital Voice Circuit				
Total Orders	1	Average Interval	124	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	0.00%	6	8.87%	8
		0		2
12 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	65	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	7.69%	7
		0		0
13 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	14
		0		0
14 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	297	Average Interval
Due Dates Missed	0	(In Days)	10	(InDays)
% Due Dates Missed	No Activity	0	3.37%	10
		0		6
15 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	74	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	6.76%	8
	-	0		2
************	********	***********	************	*********

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<u>AFFILIATE</u>		_	ALL OTHERS		
J1 -Dedicated Hicap Digital	al, 1.544 mbps				
Total Orders	169 A	verage Interval	46185 A	verage Interval	
Due Dates Missed	16	(In Days)	4627	(In Days)	
% Due Dates Missed	9.47%	25	10.02%	16	
		1		6	

Quarterly ONA Installation Detail Report Qwest Third Quarter 2002

K1 - Dedicated Hicap Digital, 3.152mbps Total Orders 0 Average Interval 0 Average Interval 0 In Days) 0 In Days) 0 In Days) No Activity 0 No Activity 0 10 10 10 10 10 10 10 10 10		AFFI	LIATE	ALL	OTHERS_
Due Dates Missed 0 (In Days) 0 (In Days) % Due Dates Missed No Activity 0 No Activity 0 0	K1 - Dedicated Hicap Digital, 3.152 mbps				
% Due Dates Missed No Activity 0 No Activity 0 0	Total Orders	0	Average Interval	0	Average Interval
0 0	Due Dates Missed	0	(In Days)	0	(In Days)
0 0	% Due Dates Missed	No Activity	0	No Activity	0
IZO De Preste III e e Divital de 200 de la c			0		0
K2 - Dedicated Hicap Digital, 6.312mbps	K2 - Dedicated Hicap Digital, 6.312mbps				
Total Orders 0 Average Interval 0 Average Interval	Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed 0 (In Days) 0 (In Days)	Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed No Activity 0 No Activity 0	% Due Dates Missed	No Activity	0	No Activity	0
0 0			0		0
K3 - Dedicated Hicap Digital, 44.736 mbps	K3 - Dedicated Hicap Digital, 44.736 mbps	;			
Total Orders 16 Average Interval 2536 Average Interval	Total Orders	16	Average Interval	2536	Average Interval
Due Dates Missed 4 (In Days) 353 (In Days)	Due Dates Missed	4	(In Days)	353	(In Days)
% Due Dates Missed 25.00 % 35 13.92 % 21	% Due Dates Missed	25.00%	35	13.92%	21
14 9			14		9
K4 -Dedicated Hicap Digital, >45 mbps	K4 -Dedicated Hicap Digital, >45 mbps				
Total Orders 105 Average Interval 303 Average Interval	Total Orders	105	Average Interval	303	Average Interval
Due Dates Missed 5 (In Days) 41 (In Days)	Due Dates Missed	5	(In Days)	41	(In Days)
% Due Dates Missed 4.76 % 12 13.53 % 17	% Due Dates Missed	4.76%	12	13.53%	17
1 3			1		•

Quarterly ONA Installation Detail Report Qwest

Third Quarter 2002

	AFFILIATE	<u> </u>	ALL OTHER	<u>\$</u>
L1Smart PAL				
Total Orders	1274 A	verage Interval	19 A	verage Interval
Due Dates Missed	95	(In Days)	0	(In Days)
% Due Dates Missed	7.46%	10	0.00%	5
		1		0
L2 - Basic PAL				
Total Orders	1023 A	Average Interval	1849 A	verage Interval
Due Dates Missed	51	(In Days)	39	(In Days)
% Due Dates Missed	4.99%	12	2.11%	7
		4		0
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	AFFILIATE		ALL OTHERS	_	
AI-Business					
Total Tickets	155		150		
Average Intervalin Hrs/Mns	2	28	3	1	
A2 - PBX					
Total Tickets	127		1224		
Average Interval in Hrs/Mns	3	4	2	56	
A3 - Centrex					
Total Tickets	112		133		
Average Intervalin Hrs/Mns	2	42	4	18	
A4 - WATS					
Total Tickets	0		20		
Average Intervalin Hrs/Mns	No Activity		3	21	
A5 -Mobile	•				
Total Tickets	0		0		
Average Interval in Hrs/Mns	No Activity		No Activity		
A6 - Feature Group A	•		•		
Total Tickets	0		63		
Average Interval in Hrs/Mns	No Activity		2	46	
A7 - Foreign Exchange	,				
Total Tickets	71		435		
Average Interval in Hrs/Mns	3	50	3	58	
**********	•	*****	************	******	*****

	AFFILIATE		ALL OTHERS		
B1 -Feature Group B					
Total Tickets	0		22		
	No Activity		1	17	
B2 -Feature Group D					
Total Tickets	0		403		
Average Interval in Hrs/Mns	No Activity		1	36	
B3 - DID					
Total Tickets	126		957		
Average Interval in Hrs/Mns	2	33	2	47	
***********	*******	******	**************	********	*******

	<u>AFFILIATE</u>	ALL OTHERS	=
C1 -Packet DDD Line			
Total Tickets	0	279	
Average Intervalin Hrs/Mns	No Activity	1	13
C2 - Packet Synchronous	Access		
Total Tickets	0	103	
Average Interval in Hrs/Mns	No Activity	1	11
C3 - Packet Asynchronou	is Access		
Total Tickets	0	0	
Average Interval in Hrs/Mns	_	No Activity	******

	<u>AFFILIATE</u>	ALL OTHERS
D1 - Protective Alarm Total Tickets Average Intervalin Hrs/Mns	0 No Activity	63 6 2
D2 - Protective Relay Total Tickets Average Intervalin Hrs/Mns	0 No Activity	0 No Activity
D3 -Control Circuit Total Tickets Average Interval in Hrs/Mns	0 No Activity	0 No Activity
*********	*********	*****************

AFFILIATE	_ALL OTHERS
0	0
No Activity	No Activity
0	16
No Activity	3 36
	AFFILIATE 0 No Activity 0 No Activity

	_AFFILIATE		ALL OTHERS	
F1 -Voice, Non-Switched Line				
Total Tickets	0		60	
Average Interval in Hrs/Mns	No Activity		3	51
F2 -Voice, Switched Line	•			
Total Tickets	378		2023	
Average Interval in Hrs/Mns	3	3	3	18
F3-Voice, Switched Trunk				
Total Tickets	253		1991	
Average Interval in Hrs/Mns	1	44	1	57
F4-Voice and Tone, Radio Land Line				
Total Tickets	0		182	
Average Interval in Hrs/Mns	No Activity		3	19
F5 - Data, Low Speed				
Total Tickets	1		147	
Average Interval in Hrs/Mns	2	43	2	25
F6 - Basic Data and Voice				
Total Tickets	22		5101	
Average Interval in Hrs/Mns	2	31	2	40
F7 - VoicelData PSN Access Tie Trunk				
Total Tickets	0		190	
Average Interval in Hrs/Mns	No Activity		1	39
F8 - VoicelData SSN Access	•			
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - VoicelData SSN Intermachine Trunk	•			
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	0		22	
Average interval in Hrs/Mns	No Activity		2	35
F11 -Voice Grade Telephoto and Facsim	ile			
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 -Protective Relay, Voice Grade	•		•	
Total Tickets	0		8	
Average Interval in Hrs/Mns	No Activity		3	2
**************		******	********	********

	<u> AFFILIATE</u>		ALL OTH	ALL OTHERS		
GI -Program Audio, 200-3500 Hz						
Total Tickets	0		20			
Average Interval in Hrs/Mns	No Activity		3	38		
G2 -Program Audio, 100-5000 Hz						
Total Tickets	1		10			
Average Interval in Hrs/Mns	3	45	1	43		
G3 - Program Audio, 50-8000 Hz						
Total Tickets	2		52			
Average Interval in Hrs/Mns	2	57	2	30		
G4 - Program Audio, 50-15000 Hz						
Total Tickets	0		49			
Average Intervalin Hrs/Mns	No Activity		6	59		
***************	*********	******	********	*****	*****	

	AFFILIATE	ALL OTHERS	_
HI - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	49	
Average Interval in Hrs/Mns	No Activity	5 20)
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
************	*********	**********	*****

	_AFFILIA	_AFFILIATE_		IERS_	
I1 - Digital Voice Circuit					
Total Tickets	40		95		
Average Interval in Hrs/Mns	1	26	2	37	
l2 -Digital Data, 2.4 kbps					
Total Tickets	0		76		
Average Interval in Hrs/Mns	No Activity		1	54	
l3 - Digital Data, 4.8 kbps					
Total Tickets	0		8		
Average Interval in Hrs/Mns	No Activity		2	43	
l4 -Digital Data, 9.6 kbps					
Total Tickets	0		271		
Average Interval in Hrs/Mns	No Activity		2	24	
I5 - Digital Data, 56 kbps					
Total Tickets	21		5546		
Average Interval in Hrs/Mns	1	49	2	33	
***********	*********	*******	*******	******	******

	AFFILIATE		ALL OTHE	ALL OTHERS	
J1 -Dedicated Hicap Digital, 1.544 mbps					
Total Tickets	332		17330		
Average Interval in Hrs/Mns	2	36	2	45	
	والمراجلة			******	******

	_AFFILIATE		_ALL OTHERS_	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 -Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps	3			
Total Tickets	4		298	
Average Intervalin Hrs/Mns	1	56	1	29
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	2208		994	
Average Interval in Hrs/Mns	7	56	8	30
***************	**********	******	*******	******

	<u> AFFILIATE</u>	ALL OTHERS	
L1 - Smart PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
L2 - Basic PAL			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
	************	***********************	*****

Quarterly ONA Maintenance Detail Report - Tickets with Due Dates **Qwest**Third Quarter 2002

	AFFILIATE	ALL OTHERS	
AI - Business			
Total Tickets	12479	58526	
Average Interval in Hrs/Mns	10:42:00	12:30:00	
Due Dates Missed	803	4645	
% Due Dates Missed	6.43%	7.94%	
A2 - PBX			
Total Tickets	91	1831	
Average Interval in Hrs/Mns	11:01:00	13:21:00	
Due Dates Missed	14	253	
% Due Dates Missed	15.38%	13.82%	
A3 - Centrex			
Total Tickets	3629	15494	
Average Interval in Hrs/Mns	12:02:00	12:28:00	
Due Dates Missed	374	1841	
% Due Dates Missed	10.31%	■ 1.88%	
A4 - WATS			
Total Tickets	0	12	
Average Interval in Hrs/Mns	No Activity	5:50:00	
Due Dates Missed	0	1	
% Due Dates Missed	0.00%	8.33%	
A5 -Mobile			
Total Tickets	1	3	
Average Interval in Hrs/Mns	1:58:00	6:51:00	
Due Dates Missed	0	0	
% Due Dates Missed	0.00%	0.00%	
A6 -Feature Group A			
Total Tickets	2	60	
Average Interval in Hrs/Mns	12:15:00	16:17:00	
Due Dates Missed	0	16	
% Due Dates Missed	0.00%	26.67%	
A7 - Foreign Exchange			
Total Tickets	58	372	
Average Interval in Hrs/Mns	15:20:00	14:06:00	
Due Dates Missed	7	52	
% Due Dates Missed	12.07%	13.98%	
************	************	*************	*****

Quarterly ONA Maintenance Detail Report - Tickets with Due Dates Qwest

Third Quarter 2002	hird (Quarter	2002
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	<u> AFFILIATE</u>	_ALL OTHERS_	
El -Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
Due Dates Missed	0	0	
% Due Dates Missed	0.00%	0.00%	
E2 -Telegraph 150 Baud			
Total Tickets	0	79	
Average Interval in Hrs/Mns	<i>No</i> Activity	20:15:00	
Due Dates Missed	0	37	
% Due Dates Missed	0.00%	46.84%	
************	**************	************	*****